

**SCOPE OF WORK
INTEGRATED NETWORK OF COURT HEARINGS
ON LINE
“RIAJ”**

1. Introduction

The Bureau of International Narcotics and Law Enforcement Affairs (INL) of the American Embassy in Bogotá has the mission of minimizing the impact of the international crime and illegal drugs providing effective foreign assistance and promoting global cooperation. One of its goals is Institutionalizing the State of Law through the development and expansion of criminal justice systems to strengthen the application and efficacy of the law and the promotion of national and international inter-institutional cooperation in legal affairs in pursuance of the respect of human rights.

In the pursuance of advancing in this goal, through amendment 26 to the "Exhibit to the General Agreement for economic, technical and similar assistance between the Government of Colombia and the Government of the United States of America" signed as of the 30th of August 2004, the Strategic Initiative Program was created. It was designated for strengthening the capacity of the Colombian judicial institutions to face the threats posed by emerging criminal bands (BACRIM) who have been strengthened due to the lack of efficient systems of judging and punishing their crimes occurred as a result of failures in the criminal processing system, especially for not carrying out the corresponding hearings. With the purpose of overcoming this inconvenience, INL in conjunction with OPDAT, technically and financially support the execution of this project in pursuance of the legitimacy, coexistence and governability in consolidation zones and in the country in general.

2. Background and Objectives

“The structure of the criminal process adopted through Legislative Act 03 dated 2002, whereby the Political Constitution was modified, developed by Law 906 dated 2004, adopted an accusatory processing system typical of democratic states. It has been diminished in practice due to a series of situations that extend the culmination of judicial processes. One of the most common causes is postponing hearings due to conflicts with the agendas between the parties and participants in the process.

In view of the above mentioned and with the purpose of making the Colombian criminal system more efficient, the following joint initiative was generated: Supreme Judiciary Court (Consejo Superior de Judicatura - CSJ) represented by the Information Technology Directorate of the Supreme Judiciary Court (DICSJ), the Attorney General's Office (Fiscalía General de la Nación - FGR), INPEC and the Office of the Ombudsman, with the support of the Ministry of Justice and the Law and the Ministry of Information Technologies and Communications (TIC), to develop an inter-institutional proposal to allow reducing agenda conflicts of the process subjects and participants of each one of the hearings and prevent postponement thereof due to the above mentioned reasons.

The work teams of the Supreme Judiciary Court already have most information modules that comprise the "Integrated Judicial Processes Management System". The module corresponding to

the request and management of the virtual agendas of the different hearings is still to be developed. It shall be automatically linked and it is the purpose of this project. In addition, the CSJ already has the following elements which may be used in the development of the virtual agendas module:

- a. Licensed software and equipment for the development of the construction of software tools for the project as per the system's requirements.
- b. Exchange services already available for: Knowing whether a person is a judicial worker.
- c. Access for querying the information of detained personnel and location thereof (agreement between CSJ - INPEC).
- d. Standardized form for requesting hearings, duly agreed with the States Attorney General's Office.
- e. Production environment with the non-functional requirements necessary for the appropriate development of the pilot test.
- f. Production environment with the non-functional requirements necessary for the appropriate development of the national implementation.
- g. Additional information and tools required for carrying out the project.

For the development of this proposal, the parties in the different work sessions agreed requesting technical and financial support to the American Embassy for carrying out this project.

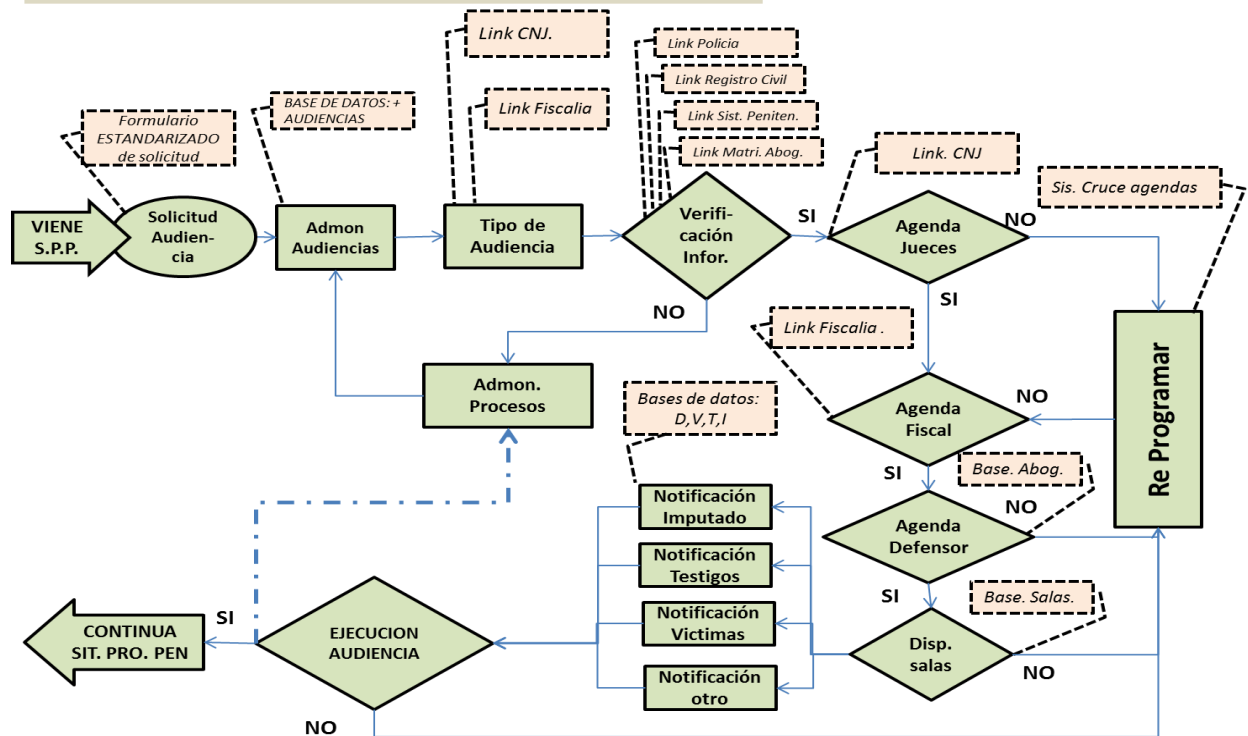
3. Scope

Designing and implementing, at a pilot plan level, an standardized system for requesting criminal hearings to judicial courts that allows managing shared agendas of the parties and participants of the process within the framework of Law 906/2004, Law 1098/2006 and the current complementary regulations.

The standardized model for requesting criminal hearings to judicial courts to be produced in this contract shall link all users of the accusatory criminal system, either administering justice or exercising disputing activities, defenders (public or private), attorneys and other participants in the process, provided they have a professional lawyer card, for them to schedule, cancel or include news into preliminary hearings (immediate or scheduled) and informative hearings, through a web interface.

Additionally, this system should encompass all process stages inherent to a hearing request, as per the current law, in a complementary manner with the management of the process' logics, which should obey to the following flow chart and the requirements of the juridical operation described below.

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Also, the system must support all processes and sub processes for scheduling logic of criminal hearings, including at least the following:

Request a hearing:

- The judicial operator (Attorney) requests the hearing by filling in the standard form, specific for that purpose included in the Automatic Integral Criminal Process System.
- Automatically, the system verifies the information by querying on line the different databases, either internal and/ or external.
- Automatic confirmation of the type of hearing and establishment of the estimated time of duration based on the querying of potential times pre-established.

Agendar.- Set time, date and place for the hearing:

- Automatic querying of the participants' calendars.
- Automatic querying of the pre-established protocol for assigning hearings.
- Automatic querying of the availability of resources.
- Blocking the date, time and room for the hearing.
- Issuing the "Hearing Ticket" with the following information: Process number, type of hearing, data of the persons involved, room operator (should there be one), hearing modality (face-to-face, virtual), room location and number, names of the judicial operators (judge - attorney - defender), logistics support, special conditions, etc.

Notifications.- Inform all those involved in the hearing:

- Automatic querying of the participants' contact data.

- b) Issuance of the pre-established standard request for detainees appearance (if any) face to face or virtual.
- c) Sending of the notice to the different participants (e-mail, telephone numbers for text or voice messages) and storage thereof in the corresponding database.
- d) Verification of the receipt of the notices and confirming attendance.

Register hearing. - Compliance or non-compliance of the hearing:

Immediately after the hearing, the room operator or the person in charge should report the carrying out of the hearing with information, time and date of termination to determine the availability of the room. In addition, the hearing act should be attached, which shall be signed by the judge with his/her room assistants and written in a pre-established form containing all information related.

4. Tasks & Objectives

1. Designing a module for the information system already in operation and its action plan to materialize the standardized model for requesting hearings to judicial courts with automatic control for scheduling hearings, avoiding crossing hearings of participants, preventing expiration of terms and incorporating good management practices within the framework of “Arquitectura Empresarial V 1.0” for information technologies management.
2. Designing and implementing a system for assigning resources to the system to secure efficiency in the management of the functions of the participants and to provide on line information to entities involved in the process, as well as the effective and timely appearance of the parties for carrying out hearings in the accusatory criminal system.
3. Designing and executing a pilot project "Integrated network of on line judicial hearings requests (RIAJ)", within a maximum term of two (1) after the delivery of the final development that allows the validation of both the tools developed which should be ready by the third month of the contract signed, as well as the system adopted to fine tune the definitive solution adapted to a modern technological architecture.

5. Products to be delivered

The Contractor shall comply with submitting the required Deliverables of this project. The numbers of days listed in the deliverable schedule are calendars days. All deliverables will be accepted according to the deliverable review guidelines.

Once awarded, the Contractor shall provide the Deliverable Schedule dates for Government approval. Deliverables must be provided according to a schedule that meets the Government’s availability for review – do not provide more than three deliverables for review per review cycle. Only the Contracting Officers Representative (COR), Government Technical Monitor (GTM) or Contracting Officer (CO) can formally accept deliverables and or deliverables.

Delivery Standard (DS)

- 5 business days for INL/ OPDAT to review and comment
- 5 business days for Contractor to respond with updates

- 5 business days for INL/ OPDAT to accept/reject updates

The Contractor shall provide the deliverables identified in the following Deliverables list in accordance with the schedule approved by the Government. The Contractor shall verify and incorporate any comments or implement the suggested changes after discussing and clarifying them with the Strategic Initiative coordinator and, if necessary submit a final version of the product no later than five (5) business days thereafter.

The Contractor shall submit the following product composed of:

1. Optical media on virtual machine, with the final development environment of the executable programs installers.
2. DVD with a file containing:
 - a. Technical documentation of the applications,
 - b. Programs/source codes, databases scripts, procedures stored,
 - c. User's Manuals.
 - d. Adjusted documentation of the final analysis and design stage.
 - e. Index file with the description of the contents.
3. Applications configured, installed and operational in the servers designated for this purpose by the CNJ Information Technology Directorate.
4. Module with the following reports:
 - a. Administrative reports:
 - i. List of hearing rooms with resources thereof.
 - ii. List of judicial courts by category.
 - iii. List of users with profiles thereof.
 - b. Operational reports:
 - i. List of rooms occupation.
 - ii. List of personnel participating.
 - c. Statistical reports:
 - i. Average time of duration per type of hearing.
 - ii. % of hearings canceled by type of cancellation.
 - iii. % of hearing per court.
 - iv. % of virtual or face-to-face hearings.
5. Final report in two (2) hard copies and two (2) copies in magnetic media with the processes, periodical meetings and meetings for the delivery of partial products to be defined in the first start up meeting of the project.
6. Weekly Progress Reports. Contractor shall submit reports in Spanish, every 8 days, to INL/OPDAT. These reports shall briefly summarize progress and status of the main requirements and, as applicable, a comparison of actual achievements with the goals and objectives established for the reporting period; deviations from the work plan with explanations; indication of issues found and proposals for corrective measures and activities for the next period projected.

6. Contractor's Obligations

To meet the object of the contract, the contractor must use software development tool, Visual Studio C # .NET 2013, making the methodology and meet the requirements of legal and technical operation, including as a minimum include:

6.1 Technological Development Tools

- a. Using the programming required by this project. Language C # .NET 2013
- b. Bidder shall develop the solution in a multilevel architecture (N-Layers) to ensure system scalability, using the COM+ tool.
- c. For report production, the CSJ standardized service should be used.
- d. For exchanging information with other systems, use XML and/or WEB services, as possible.
- e. For the system documentation, use UML.

6.2 Tools Operating system:

- a. For business rules servers, Windows Server 2010 R2 Standard.
- b. For the Web server, IIS the Windows Server 2012
- c. For the Microsoft database, SQL Server 2012 Standard.

6.3 Tool for programming languages

The programming language to be used shall be Microsoft Visual Studio 2013 or higher.

6.4 Work Methodology

A dynamic and interactive process between the work team of the consulting firm contracted and key personnel of the Informatics Directorate of the National Council of the Judiciary during the different stages of the consulting services is pursued for a constant feedback. The application should be developed using the prototypes development methodology which comprises the following stages:

- a) Gathering of the initial requirements that shall allow establishing the software sphere.
- b) Analysis of the requirements.
- c) Analysis of the options for the solution: Bidders may offer alternative solutions such as integrating several products already existing that shall cover the needs for this consulting, or developing the entire solution under the customized software modality.
- d) Design of the prototype.
- e) Construction of the prototype.
- f) Evaluation of the prototype. User interacts with the prototype, evaluates the performance thereof and feedbacks the analyst.
- g) Prototype fine tuning - evaluation cycle: The analyst fine tunes the prototype as per the remarks of the user and submits it for evaluation again. This process is repeated until both parties are pleased with the result.

6.5 Compliance with Legal Requirements Operation:

6.5.1 For Preliminary Hearings (immediate and scheduled)

- a. Allowing access to requesting users, prior validation with the National Lawyers Registry. In addition, the system shall allow access to judicial workers, prior validation with the Judicial Branch human talent system (KACTUS). See Exhibit 1, item **CU1. System's Access Control**.
- b. Allowing the request of immediate preliminary hearings as per the parameters established in the criminal hearings request model, under the pre-conditions described in **CU5 Scheduling preliminary hearing** and estimating the time of duration foreseen in **CU7 Calculating duration of hearing request. (Exhibit 1)**
- c. Allowing the authorized users to cancel immediate preliminary hearings as per the parameters established in the criminal hearings request model, under the pre-conditions described in **CU8 Canceling scheduled hearing**.
- d. Allowing authorized users to update the basic data of the participants called for the hearing, under the pre-conditions described in **CU10 Updating data of scheduled hearing**.
- e. Allowing users and citizens to verify their pending agendas within a certain period and the list of hearings to be carried out during the day, under the pre-conditions described in **CU11 Querying participants' agendas** and **CU13 Querying hearings for the day**, respectively.
- f. Allowing the judicial workers to specify the beginning of the hearings and the decisions made, either for making the statistical calculations on the duration of hearings, as well as for knowing the status thereof, as per **CU16 Reporting hearing**; the above mentioned, until the system is synchronized with the hearing rooms system, as per Version No 2.

6.5.2 For informative hearings

- a. Performing the exchange services to inform whether a user is an active member of the Attorney General's Office, the Office of the Ombudsman, INPEC; as provided in **CU2 Identifying user**.
- b. Integrating the preliminary hearing request with the Attorney General's Office information system (SPOA), building exchange services that allow attorneys pre-loading the basic information required by the system when these types of hearings are requested. **CU5 Scheduling preliminary hearing . Functionalities version 2**.
- c. Allowing authorized judicial officers to reschedule hearings, as per **CU9 Rescheduling scheduled hearing**.
- d. Building an exchange system to be integrated by the process management system to allow assigning and distributing informative hearings, **CU6 Scheduling informative hearing**.
- e. Allowing authorized users to schedule informative hearings as per **CU6 Scheduling informative hearing**, estimating foreseen times of duration given **CU7 Calculating duration of hearing request**.

- f. Allowing INPEC employees to generate the list of hearings scheduled implying subpoenaing of detainees, by time rage, confinement center and form of presentation, as per **CU12 Querying transfers and virtual hearings with confinement centers**.
- g. Allowing citizens and users to verify, through statistical graphs, the behavior of hearings not held and causes thereof, duration and number of hearings held, the gap between the estimation of times (hearing start up time and duration thereof) and what actually occurred, as per **CU14 Statistics**.
- h. Allowing accessing and updating the technical resources and participants required by the system to operate, as defined in **CU15 Accessing and administering resources**.
- i. Guaranteeing the sustainability of the system for version N. 2 as per the pilot project's feedback process.

6.6 Technical system requirements

Requirement	Description	Indicator / Environment
Interface	Graphic interface on web environment allowing high usability and access by web page, internal network of the Judicial Branch.	Web page.
Databases	SQL SERVER 2012	Reading other suppliers' databases: Oracle for building exchange services if necessary, version N. 2.
Development language	C# .NET 2013, application aimed at services, built in layers with entity frame, SOAP and WCF exchange services, asynchronous querying of the database.	Presentation layer, business layer, data layer.
Platform	Windows Server 2012 with publication over the LAN network and over the Internet, in a virtual environment that allows scalable growth.	
Interoperability	Transparent integration with other systems of the Judicial Branch: National Lawyers Registry, human talent system (KACTUS) for using available web services. Integration layer: Design of exchange services for communicating with: <ul style="list-style-type: none"> - The systems of the Judicial Branch: Justicia XXI web, Justicia XXI Desktop, current process management system, Hearings recording system. - Cellphone messages delivery system. For Version N. 2. Integration with the Attorney General's system. The SPOA reports basic information of the hearing request; the above mentioned, in the event of the first hearing request. It is worth pointing out that this service shall only be activated if the user session has the Attorney role.	Service oriented application
Accessibility	For Phase N. 1. Predictive text; for Phase N. 2. On screen keyboard, Screen magnifier, high contrast themes.	
Usability	Measured in terms of efficacy and satisfaction; the system	Usability percentage >70%

	should transmit high understanding, learning, operativeness and appeal as per the standards and guidelines.	
Portability	Capacity of a program or system of being executed on different platforms or architectures with minimum modifications	Using the CLI specification (Common Language Infrastructure) offered by Microsoft.Net
Scalability	The application shall be installed in an environment highly scalable in resources to allow it to grow. Virtual environment recommended.	
Maintenance	Capacity of the software product for being effectively and efficiently modified due to evolutionary, corrective or perfectible needs. Modular, parameterizable, capacity of being tested and modified.	"Highly maintainable"

In addition, contractor shall be obliged to:

1. Defining the contract execution schedule to be agreed with the Information Technologies Unit of the National Judiciary Court.
2. Delivering to the person designated by OPDAT/INL in conjunction with the Information Technologies Directorate of the National Judiciary Council (DICNJ), the documents produced in fulfilling the project, as well as the reports required on the activities carried out during the execution thereof.
3. Maintaining strict reserve and confidentiality on the information purpose of this contract, as well as respecting the ownership of author rights with regards to all the computer developments, documents, works and creations developed during the execution of the contract.
4. Not to install or use any software without prior authorization in writing by the Information Technology Directorate. In addition, responding for and making good use of technological goods and resources (hardware and software), returning them in the condition they were received, except for normal wear or damages caused by acts of god or Force Majeure.
5. Attending the different institutional and inter-institutional meetings called by OPDAT/INL/(DICNJ) or by the Inter-Institutional Committee created for the execution of this project with the purpose of dealing with subjects purpose of this contract and attending the suggestions made.
6. At the end of the contract, carrying out the training on the operation of the tools created, aimed at the personnel related to this project and those designated by the Information Technology Directorate.

7. Period of Performance

The work will have a total duration of 4 months.

8. Place of Performance:

Work under this work order shall be carried out in Bogotá, Colombia, at the facilities of the National Judiciary Council or where it may designate, without it constituting a labor connection with any of the parties.

9. International Coordination

The execution of the contract shall be carried out in coordination with the Information Technologies Unit of the National Judiciary Court as per instructions given by OPDAT/INL.

10. Expense Requirements

The contractor shall be responsible for their own housing, logistic and technical support for the redaction of the corresponding reports, which may be located outside Colombia. This project is not Cost- Reimbursable.

11. Instructions to Prospective Vendors

Interested vendors shall submit the following as part of their proposal.

11.1 Work Plan

The work plan shall consist of the following:

- i. Weekly execution schedule including advances in software development. This schedule must be approved by the Government.
- ii. List of Proposed Personnel and their experience in relation to the requirements listed in this document.
- iii. Past Experience: The contractor shall provide evidence of past work successes as direct result of the person's efforts, how that experience compares with this request, and how the experience of this person may affect the total results.

The Offeror shall provide at least 3 previous projects similar in scope to this requirement. The examples shall at least provide the relevant experience for each one of the criteria listed within the requirements and the products of the contractor. Please explain and also provide evidence that your company has sufficient experience and capacity in the following:

- a. Have a minimum of 5 years of business constitution.
- b. Demonstrate three years of experience in the design, implementation and / or evaluation of projects design, development, implementation and maintenance of websites.
- c. Have made at least three projects software development and computer systems for public or private companies.
- d. Update showing the technological advances of computer systems.

As per the above mentioned, the consulting company team shall be made of a minimum of THREE (3) systems engineers or similar professionals with the following experience:

General experience:

- Information Technology Systems Engineers, Computer Sciences, Information Systems, with at least 2 years experience and with the same period of registration of their professional card.
- Courses or Seminars related to Programming Languages on Web environments.

Specific experience the technical requirements set forth in section 6.6:

- Specialists in developing projects related with: Design, development, implementation and maintenance of web sites.
 - Knowledge on interpreting UML designs.
 - Advanced knowledge of layout using Microsoft Visio.
 - Knowledge on database design.
 - Having performed consulting works or dependence relationship for the development of information systems in entities in the public or private sector.
 - Well known experience and trajectory.
- iv. **Technical aspects:** Contractor shall provide a detailed summary of all technical aspects it shall be obliged to carry out in fulfillment of this contract, which shall be used for evaluation purposes.
- v. **Logistic aspects:** Contractor shall explain in detail any additional cost resulting from logistic requirements.

11.2 Other Information

The following information shall be carefully reviewed by any contractor wishing to submit an offer for the execution of this contract.

- a. For local contractors, Value Added Tax (IVA) shall be deducted, if included, from prices offered. INL Bogotá has established procedures for recovering the IVA in Colombia.
- b. INL shall reserve its right of rejecting any technically unacceptable offer, too expensive, or lacking the information required.
- c. To be considered for awarding, Contractor shall be qualified by the Contracting Officer in charge in accordance with the rules of the Government of the United States of America, FAR 9,104 a 1, as follows:

9.104-1 - General Rules

A possible contractor shall:

- (a) Have enough financial resources to execute the contract or it should be able of obtaining them (see 9,104 a 3 (a));
- (b) Be capable of fulfilling the delivery schedule required or proposed, considering all existing commercial and governmental business commitments;
- (c) Have a satisfactory performance history (see 9,104 a 3 (b) and Subpart 42,15). A contractor shall not be considered responsible or non responsible only on the basis of lacking a relevant performance history, except as provided in 9,104 a 2;

- (d) Have a satisfactory corporate integrity and ethics history (for example, see Subpart 42.15);
- (e) Have the necessary organization, experience, accounting and operational controls, as well as the technical skills or the capacity of obtaining them (including, in its case, elements such as procedures for production control, goods control systems, quality control measures and safety programs applicable to the materials or services to be provided by the potential contractor and subcontractors). (See 9,104 a 3 (a)).
- (f) Have the necessary production, construction and technical equipment and facilities, or the capacity to obtain them (see 9,104 a 3 (a)); and
- (g) Be qualified and eligible to receive a contract as per the applicable law and regulations (see also domestic corporation prohibition in 9.108).

12. Evaluation of Proposals

INL shall award the contract to the supplier whose offer shows the lowest technically acceptable price. The following factors shall be used for evaluating the proposals:

12.1 Quality of Proposed Work Plan:

The Government shall evaluate the Offerors submitted work plan to ensure technical understanding of the requirements for this project. Evaluation shall be made based on an Acceptable/Unacceptable basis. Acceptable meets the requirements, Unacceptable does not.

12.2 Past Experience:

The Government shall evaluate how the Offeror meets the Experience requirements of this project. Evaluation shall be made based on an Acceptable/Unacceptable basis. Acceptable meets the requirements, Unacceptable does not.

12.3 Price

The Government shall evaluate Offeror pricing based on fair and reasonableness through either historical data or other pricing mechanisms available to the Government.

13. Payment

The invoicing and payment will be made in the following two opportunities:

- A corresponding to 50% of the total value of the contract, the delivery of the fourth weekly progress report, which must be approved by the Government first payment.
- A second payment for the 50% final value of the contract on delivery and final complete product satisfaction, under this contract in accordance with the provisions of paragraph 5 of these scope of work.

14. Confidentiality of information and intellectual property.

The Contractor agrees not to publish the information obtained during the performance of this contract. Information and software tools obtained will not be used for other purposes by the contractor without the permission of the contracting officer.

The Supreme Judicial Council and the Government of the United States will retain the copyright and related intellectual property rights regarding all material (software tools, documents, reports, studies, publications, etc.) originating from the activities carried out under this contract.